

WHAT IS CLAIMED IS:

1. A service management system for managing services provided in a hotel in which a casino is installed, comprising:

5 house card issuing means for issuing a house card which stores user information enabling identification of a user of said services;

a house card server which, when deposit data indicating a deposit which enables said user to utilize said  
10 services are inputted, instructs said house card issuing means to issue said house card; and

a service management server comprising means for managing a casino deposit which enables said user to utilize casino services upon acquirement of said house card,  
15 and for restricting use of said casino services by said user on the basis of usage restriction conditions placed on said casino deposit.

2. The service management system according to claim 1, wherein said service management server determines  
20 said usage restriction conditions according to the presence or absence of a deposit balance indicating the amount of money remaining in said casino deposit.

3. The service management system according to claim 1, wherein said service management server determines  
25 said usage restriction conditions according to whether or not use of the accumulated deposit over a predetermined time

period has exceeded an upper limit of said deposit.

4. The service management system according to claims 1, further comprising an action history management server for managing an action of said user by obtaining said user information.

5. A service management system for managing services provided in a hotel in which a casino is installed, comprising:

house card issuing means for issuing a house card which stores user information enabling identification of a user of said services;

a house card server which, when deposit data indicating a deposit which enables said user to utilize said services are inputted, instructs said house card issuing means to issue said house card; and

means for restricting use of casino services by said user when it is detected that the balance of a casino deposit enabling said user to utilize said casino services has reached zero.

6. A service management server for managing services provided in a hotel in which a casino is installed, comprising means for managing a casino deposit which enables a user to utilize casino services, and for restricting use of said casino services by said user on the basis of usage restriction conditions placed on said casino deposit.